(a) whether Government are aware of the fact that no operator is able to satisfy the consumers in the matter of quality of service whether it is basic phone service or cellular phone service;

(b) whether Government propose to put any compulsion on these operators for the compliance of service standards;

(c) if so, whether Government propose to take any action against the operators not complying with the said standards; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN): (a) and (b) Telecom Regulatory Authority of India (TRAI) issues Quality of Service (QoS) regulation for various services. There are several parameters in defining QoS for each service. It has been reported by TRAI that no operator is able to meet all parameters. TRAI verifies the reports regarding value of the quality of service and puts on its website to make consumers aware about the quality of service providers. TRAI through process of interaction with service providers attempts to ensure compliance of the regulations.

(c) TRAI has not recommended against the operators not complying with the said standards.

(d) Does not arise in view of (c) above.

Setting up of New Post Offices

†2965. PROF. R.B.S. VARMA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of post offices proposed to be opened in the country during the Tenth Five Year Plan period, State-wise;

(b) the number of post offices proposed to be opened during 2003-04, State-wise; and

†Original notice of the question was received in Hindi.

(c) the number of post offices opened during the last Five Year Plan period, State-wise?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SU. THIRUNAVUKKARASAR): (a) A total of 1000 Branch Offices and 100 Sub Offices are proposed to be opened in the various circles of the country during the Tenth Five Year Plan, Circle-wise breakup of targets is done at the beginning of each financial year and details. In this regard for 2002-03 are given in Statement-I (*See* below).

(b) During 2003-04, 200 Branch Offices and 20 Sub Offices are proposed to be opened. However, the process of fixing Circle-wise targets is currently underway.

(c) The number of post offices opened during the last Five Year Plan, Circle-wise is given in Statement-II.

Statement-I

Circle-wise Targets for opening of post offices and panchayat sanchar sewa kendras, for the year 2002-2003

S. No.	Circle Departmental	Extra Sub Post Branch Post Offices (EDBOs)	Departmental Offices (DSPOs)	PSSKs
1	2	3	4	5
1.	Andhra Pradesh	3	Nil	30
2.	Assam	15	1	95
3.	Bihar	15	Nil	253
4.	Chhattisgarh	20	1	100
5.	Delhi	1	1	Nil
6.	Gujarat	15	Nil	55

1	2	3	4	5
7.	Haryana	Nil	1	55
8.	Himachal Pradesh	2	Nil	50
9.	Jammu and Kashmir	5	Nil	10
10.	Jharkhand	10	Nil	75
11.	Karnataka	9	1	10
12.	Kerala	2	1	Nil
13.	Madhya Pradesh	14	1	140
14.	Maharashtra*	30	8	150
15.	North East**	9	1	50
16.	Orissa	10	1	20
17.	Punjab	5	1	30
18.	Rajasthan	18	2	75
19.	Tamil Nadu	5	1	75
20.	Uttar Pradesh	18	1	200
21.	Uttaranchal	4	Nil	20
22.	West Bengal	39	2	2
23.	Sikkim	1	1	5
	TOTAL:	250	25	1500

* Includes Goa State

**Includes Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura States

Statement-II

Circle-wise break up of post offices opened during Ninth Five Year Plan

		Target		Opened		Target		Opened		Target		Opened		Target		Opened		Target		Opened	
		1997-98		1997-98		1998-99		1998-99		99-2000		99-2000		2000-2001				2001-2002			
S.No.	Circles	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO
1.	Andhra Pradesh	10	2	10	3	10	2	10	2	15	2	4	3	15	1	6	2	15	Nil	3	Nil
2.	Assam	25	2	18	3	54	5	54	5	50	4	24	7	30	3	30	3	35	2	35	2
3.	Bihar	40	5	31	4	72	2	72	2	50	3	51	Nil	53	1	70	1	60	Nil	38	Nil
4.	Chhattisgarh													25	1	25	1	25	1	25	1
5.	Delhi	5	2	5	2	4	2	4	2	4	2	4	2	4	2	4	2	2	2	2	2
6.	Gujarat	25	2	18	3	31	2	31	2	30	3	28	2	20	3	8	4	20	2	18	2
7.	Haryana	15	2	13	2	13	3	13	3	15	2	12	1	15	1	2	1	2	1	Nil	1
8.	Himachal Pradesh	10	2	4	Nil	7	1	7	1	7	1	2	1	7	1	2	1	5	Nil	5	Nil
9.	J and K	15	1	11	1	23	1	23	1	15	1	14	1	5	1	5	1	13	Nil	13	Nil
10.	Jharkhand													22	1	Nil	1	15	1	Nil	1
11.	Karnataka	30	5	24	5	12	4	12	4	21	3	21	3	21	2	21	2	20	2	13	2
12.	Kerala	10	2	7	1	12	3	12	3	4	2	4	2	4	1	4	1	2	1	2	1
13.	M.P.	37	2	41	2	50	5	50	5	40	4	40	4	15	3	15	3	21	3	21	3

		Target		Opened		Target		Opened		Target		Opened		Target		Opened		Target		Opened	
		1997-98		1997-98		1998-99		1998-99		99-2000		99-2000		2000-2001				2001-2002			
S.No.	Circles	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO	BO	SO
14.	Maharashtra*	35	3	34	4	69	3	69	3	50	2	50	3	60	7	60	7	65	9	65	10
15.	North-East**	25	3	18	3	54	3	54	3	40	2	19	3	40	2	3	3	35	2	13	2
16.	Orissa	27	2	21	3	10	2	10	2	14	2	14	2	10	2	10	2	14	2	14	2
17.	Punjab	17	2	12	2	12	2	12	2	10	1	9	1	14	3	12	2	6	8	6	8
18.	Rajasthan	33	2	33	1	30	1	30	1	27	2	24	1	20	2	20	2	20	4	20	4
19.	Tamil Nadu	21	2	21	3	10	2	10	2	15	2	15	2	15	2	15	2	5	2	5	2
20.	U.P	70	6	57	6	82	3	82	3	50	3	10	2	44	1	45	Nil	40	2	38	2
21.	Uttaranchal													6	Nil	6	1	25	1	15	1
22.	W. Bengal***	50	3	24	4	43	4	43	4	43	9	41	9	55	10	Nil	10	55	5	54	5
	TOTAL:	500	50	402	52	598	50	598	50	500	50	386	49	500	50	363	52	500	50	405	51

The target of 500 EDBPOs (Extra Departmental Branch Post Offices) for the year 1998-99 was increased by 98, the shortfall of 97-98.

The target for Ninth Plan was 2500 EDBPOs and 250 Departmental Sub Post Offices (DSPOs)

*Includes Goa State

**Includes Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Tripura States

***Includes Sikkim State